

# Privacy Policy

**GD Goenka Public School, Dehradun**

(For ERP Login Portal & Online Payment Gateway)

**Effective Date:** 01st May 2026

Welcome to GD Goenka Public School Dehradun.

GD Goenka Public School, Dehradun (“School”, “we”, “our”, or “us”) values the privacy of students, parents, staff members, and website visitors. This Privacy Policy explains how information is collected, used, stored, and protected when users access the School ERP portal, website, mobile applications, and online payment gateway services.

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## 1. Information We Collect

We may collect the following categories of information:

- a) **Student Information**
  - b) **Parent/Guardian Information**
  - c) **Staff Information**
  - d) **Technical Information**
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## 2. Purpose of Data Collection

The collected information is used for:

- Managing student academic records
  - Attendance and examination management
  - Communication between school and parents
  - Fee management and online payments
  - Transport and administrative operations
  - ERP login authentication and security
  - Improving portal performance and user experience
  - Compliance with legal and regulatory requirements
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## **3. Online Payments & Payment Gateway**

The School is providing online fee payment facility. Payments are processed through authorized third-party payment gateway providers. The School does not store complete debit/credit card details, CVV numbers, or banking passwords on its servers.

Users are advised to:

- Ensure payment information is accurate
- Use secure internet connections while making payments
- Keep ERP credentials confidential

The School shall not be liable for:

- Banking network failures
  - Payment gateway downtime
  - Unauthorized transactions caused by user negligence
  - Delays caused by financial institutions
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## **4. Data Security**

We implement reasonable technical and organizational measures to protect user information, including:

- Password-protected ERP access
- Restricted administrative access
- Secure hosting infrastructure
- Data backup procedures
- Monitoring against unauthorized access

However, no online platform can guarantee absolute security.

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## **5. Sharing of Information**

We do not sell or rent personal information. Information may only be shared:

- With authorized school staff
  - With trusted ERP/payment service providers
  - When required by law or government authorities
  - For academic or administrative compliance
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## **6. Cookies & Analytics**

Our website and ERP may use cookies and analytics tools to:

- Improve user experience
- Monitor portal performance
- Analyze website traffic

Users may disable cookies through browser settings; however, certain services may not function properly.

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## **7. User Responsibilities**

Users are responsible for:

- Maintaining confidentiality of ERP login credentials
  - Updating accurate information
  - Logging out after using shared/public devices
  - Not sharing portal access with unauthorized persons
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## **8. Retention of Information**

Student and administrative records may be retained for the duration required under applicable educational, administrative, or legal regulations.

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## **9. Third-Party Links**

The website or ERP may contain links to third-party websites or services. The School is not responsible for the privacy practices or content of such external platforms.

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## **10. Children's Privacy**

As the ERP services relate to school students, parental/guardian consent is considered applicable for student-related information provided to the School.

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# 11. Changes to Privacy Policy

The School reserves the right to modify this Privacy Policy at any time. Updated policies shall become effective upon publication on the website or ERP portal.

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# 12. Contact Information

For any privacy-related concerns or queries, users may contact:

**Name : Mr. Samarpit**

**Address : GD Goenka Public School, Dehradun**

**Official Website : <https://gdgoenkadehradun.com/>**

**Phone no. : +91 92582 05003**

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# Terms & Conditions

**GD Goenka Public School, Dehradun**  
(ERP Portal & Online Payment System)

**Effective Date:** 01st May 2026

By accessing or using the School ERP portal, website, or online payment services, users agree to comply with the following Terms & Conditions.

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# 1. Acceptance of Terms

These Terms apply to:

- Parents and guardians
- Students
- Staff members
- Visitors accessing school digital services

Use of the ERP portal constitutes acceptance of these Terms.

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# 2. ERP Access

The School may provide individual login credentials for authorized users.

Users agree:

- Not to share login credentials
- Not to misuse portal access
- Not to attempt unauthorized access to any system or data
- To immediately report unauthorized usage

The School reserves the right to suspend access for misuse or policy violations.

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### **3. Online Fee Payments**

The online payment facility is provided for convenience.

Users agree that:

- Payments once processed may take time to reflect
- Transaction charges, if applicable, may be charged by banks/payment providers
- The School is not responsible for payment gateway or banking server issues

Users must retain transaction receipts for future reference.

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### **4. Refund & Cancellation Policy**

- Fee payments once made are generally non-refundable except where required under applicable policies or law.
  - Duplicate transactions, if verified, may be refunded after reconciliation by the financial institution.
  - Refund processing timelines depend on banks/payment gateway providers.
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### **5. Accuracy of Information**

Users are responsible for ensuring:

- Correct student details
- Accurate payment information
- Updated contact information

The School shall not be liable for issues arising due to incorrect information submitted by users.

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## **6. Intellectual Property**

All ERP data/content, school branding, logos, notices, documents, and website materials are the property of GD Goenka Public School, Dehradun and may not be copied, reproduced, or distributed without prior written permission.

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## **7. Prohibited Activities**

Users shall not:

- Attempt to hack or disrupt services
- Upload malicious software
- Share offensive or unlawful content
- Use automated systems to access the ERP

Violation may result in suspension of access and legal action.

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## **8. Limitation of Liability**

The School shall not be liable for:

- Temporary unavailability of ERP services
  - Internet/network failures
  - Data loss caused by external cyber incidents
  - Delays in payment confirmation from banks/payment gateways
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## **9. Modification of Services**

The School reserves the right to:

- Modify ERP features
- Change payment processes
- Update policies and Terms at any time

Continued use after modifications constitutes acceptance of revised Terms.

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## **10. Governing Law & Jurisdiction**

These Terms shall be governed by the laws of India. Any disputes shall be subject to the jurisdiction of courts located in Dehradun, Uttarakhand.

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## **11. Contact**

For support or concerns related to ERP or online payments:

**GD Goenka Public School, Dehradun**

[www.gdgoenkadehradun.com](http://www.gdgoenkadehradun.com)